

Raleigh-Wake Co. 9-1-1 Center
General Statistics
July 2010

Personnel Information

<u>Position</u>	<u>Auth</u>	<u>Vacant</u>	<u>Position</u>	<u>Auth</u>	<u>Vacant</u>
Administration			Operations		
Director	1	0	Shift Supervisors	10	0
Deputy Director	2	0	EMD Supervisor	1	0
Technical Staff	11	1	Telecommunicators	60	04
Training Staff	4	0	Call Takers	<u>11</u>	<u>2</u>
CALEA Manager	1	0	Operations Totals	82	06
Staff Support	<u>1</u>	<u>0</u>			
Admin Totals	20	1	Center Totals	102	07

Operations Statistics

Telephone	June '10	July '10
Incoming 9-1-1 calls	42,729	43,705
Incoming 7-digit calls	24,849	25,834
Total incoming phone calls received this month	67,578	69,539
Total incoming phone calls received year to date		458,575
Daily average 9-1-1 calls received	1,424	1,410
Number of Wireless 9-1-1 calls received this month	23,929	30,138
Number of Language Line calls received this month	468	431
Number of Outgoing calls this month	21,712	21,938

Dispatch

Law agencies this month	26,706	27,528
Fire agencies this month	5,129	5,512
EMS agencies this month	6,586	6,781
Total public safety dispatches this month	38,421	39,821
Total public safety dispatches year to date		220,279
Daily average public safety dispatches	1,281	1,285
Total non-public safety dispatches this month	845	980

Feedbacks (updated quarterly)

Total Feedbacks received this quarter	13
Total Feedbacks received year to date	32

Feedback types	Quarter	Year
Commendations	04	11
Complaints	06	10
Valid	02	04
Not valid	04	06
Inquiries	03	11

Feedbacks received by shift

Day Shift (0630 – 1830)	10	25
Night Shift (1830 – 0630)	04	08

Feedbacks received by Crews (quarter / year)

A Crew	05 / 11	B Crew	01 / 04	C Crew	03 / 05
D Crew	00 / 02	E Crew	04 / 07	Other	00 / 03

